

Relay Conference Captioning (RCC) is real-time captioning for users who are deaf and hard of hearing. It is an Internet-based technology that revolutionizes the way colleagues join and participate in teleconference calls and web conferencing. RCC uses the same high-quality Captioners that provide closed captioning for live television, news, sports and weather to deliver live, real-time text streamed to a high-speed Internet-connected computer/tablet/mobile phone anywhere in the world. Reserve your live Captioner with at least 12 hours advanced notice. For Spanish, at least 48 hours advanced notice is required.

RCC can be embedded into webinars, including the WebEx platform. The instructions on how to embed captions on webinars can be found here: <http://www.fedrcc.us/FedRcc/Webconf.aspx>

To book the event, please visit [www.federalrcc.us](http://www.federalrcc.us) \*12 hours advanced notification required to guarantee a Captioner

Click on “Book an Event now”

Complete the information, and be sure to select the correct Agency: **National Institute of Health (NIH)’s AB code is 7508**

At the end of the Form, there is an option to select “Retain copy of transcript on server” or “Destroy transcript after event to protect my confidentiality”. Make sure to select “retain copy of transcript” if you would like a copy of this after the meeting – you would just need to reply to the Confirmation Email received requesting the transcript. Then you can distribute to others, if you would like.

When you have completed the Form, click Submit and you will receive a confirmation email shortly after! This email will contain instructions on how to access RCC at the time of the meeting.

Some helpful tips –

- Reply to the Confirmation Email with any materials (speaker names, agendas, website links, PowerPoints, etc.) that could help the Captioners prepare for this event
  - Ensure that prior to speaking, the speaker identifies themselves so the deaf & hard of hearing can better follow
  - Ensure there is good audio connectivity so the Captioner can clearly hear and caption everything that is being said
- Additional tips can be found on the website at <http://www.fedrcc.us/FedRcc/Tips.aspx>

If you would like to view a DEMO, you can do so by clicking on the “View the DEMO” on the left side of the FedRCC website:

The screenshot shows the Federal Relay website's 'Relay Conference Captioning' page. The browser address bar displays 'http://fedrcc.us/fedrcc/'. The page features a navigation menu on the left with links: Home, How to schedule a call, Book an event now, About RCC, Ordering transcripts, View the Demo (highlighted with a red box), Contact Us, Help/FAQ, Tips for using FedRCC, FedRCC's Instructional Video Clip, Hours of Operation, mobileRCC, and Web Conferencing. The main content area has a header 'Relay Conference Captioning' and a search bar for 'Enter Your Event ID' with a 'Join Event' button. Below this is an 'Important Notice' section with a blue background, stating: '\*\*UPDATE\*\* Sprint requests that your agency submit a Task Order for Federal Relay to ensure no interruption of services. To find out the status of your agency, go to [www.federalrelay.us](http://www.federalrelay.us) and click "Task Order Status" tab.' The notice continues: 'You're one click away from using Relay Conference Captioning (RCC) Now, Deaf and Hard-of-Hearing individuals can participate in meetings (in-person or remote), phone calls, videoconferences and multi-party teleconference calls with Relay Conference Captioning (RCC) through Federal Relay provided by Sprint. Using the same high-quality captioners that produce closed captioning for television, you can receive live, realtime text streamed to an Internet-connected computer anywhere in the world. A high-speed Internet connection is required.' A link 'How does it work?' is provided at the bottom of the notice.

I have attached a copy of the Federal Relay brochure which outlines all six (6) Federal Relay services offered under the Federal Relay contract. I've also attached a copy of the Federal RCC flyer for your convenience.